
Colorado Department of Transportation Statewide Transit Survey of Older Adults and Adults with Disabilities

Transportation Planning Region: Upper Front Range Area

Survey Results

June 2014



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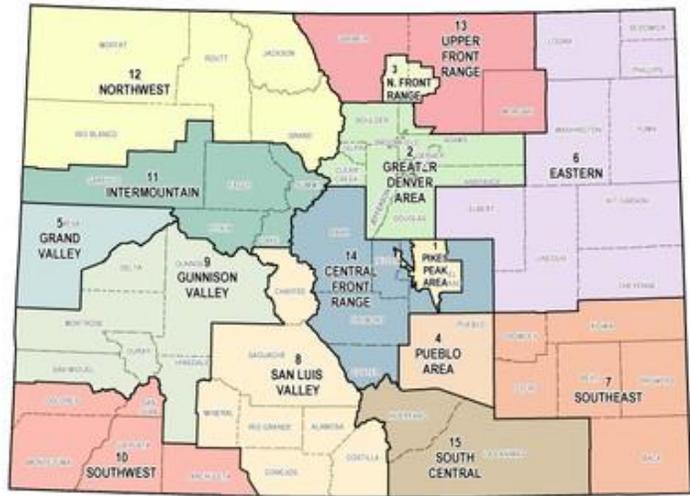
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Survey Background

About the Upper Front Range Area Transportation Planning Region

The Upper Front Range Area Transportation Planning Region is located in the north central part of the state, and includes all of Morgan County and portions of Larimer and Weld Counties outside the Fort Collins, Greeley and Loveland metropolitan areas. According to the 2010 Census, the total population of this region was 215,131. There were 28,042 adults age 65 and older residing in this region, and 11,851 adults with disabilities age 18 to 64. This region accounts for 4.9% of older adults and adults age 18 to 64 with disabilities in the state of Colorado.



Why the survey was conducted

The Colorado Department of Transportation’s (CDOT) Division of Transit and Rail (DTR) is developing its first ever comprehensive Statewide Transit Plan, providing a framework for creating an integrated transit system that meets the mobility needs of Coloradans. In addition, development of the Regional Coordinated Transit and Human Services Plans (Regional Plans) for the state’s rural Transportation Planning Regions (TPR) is being undertaken. These Regional Plans will be integrated into the CDOT Statewide Transit Plan and the TPR Regional Transportation Plans, along with the developed transit plans of various metropolitan planning organizations, providing a complete picture of existing transit services, future transit needs, and overall transit service gaps statewide. Funding and financial needs also will be assessed.

Using the Statewide Transit Plan as a foundation, CDOT will be able to implement policies and strategies for funding enhanced transit services throughout the state. These transit services will facilitate mobility for the citizens and visitors of Colorado, offer greater transportation choice to all segments of the state’s population, improve access to and connectivity among transportation modes, relieve congestion, promote environmental stewardship, and improve coordination of service with other providers in an efficient, effective and safe manner.

As one of the data collection efforts for the Statewide Transit Plan, CDOT DTR contracted with National Research Center, Inc. (NRC) to conduct a statewide survey to learn about the travel behavior and characteristics of the elderly (65 years or older) and disabled (18 years or older) residents of Colorado, and determine their transportation priorities, needs and preferences.

How the survey was conducted

The survey topics were discussed and refined by CDOT DTR staff in meetings and discussions with NRC and reviewed with various stakeholders. In addition, survey questions from other surveys were reviewed. A questionnaire was drafted by NRC, and revised through an iterative process with CDOT DTR. The final questionnaire was five pages in length.

Two approaches were taken to recruit survey participants. In the first approach, approximately 4,000 households containing persons with disabilities aged 18 to 64 and persons age 65 and over were randomly selected to receive the survey. NRC purchased marketing mailing lists that identified household members as fitting into one of these two groups. A total of 267 surveys were distributed in each of the 15 Transportation Planning Regions (TPRs), with roughly one-third going to households including people with disabilities and two-thirds to households in which older adults lived. Each selected household was contacted three times starting in November 2013: a prenotification postcard and two survey packets, each mailed one week apart. The cover letters to the survey included a web link where the respondent could complete the survey online in Spanish and in English, if preferred.

Additionally, CDOT worked with various agencies across the state that serve older adults (age 65+) and adults with disabilities to distribute the survey to their clientele. These agencies were provided with 6,746 hard copy survey packets. Agencies that had email addresses for their clients also were provided a web link they could email to their clientele if they desired. Surveys were collected from both sources through mid-January 2014.

A total of 3,113 respondents completed a survey: 1,190 completed the mailing list survey; 998 completed the agency-distributed hard copy survey; and 925 completed the agency-distributed web survey. The response rate for those responding to the mailing list survey was 30%. Assuming all 6,746 agency surveys were given to clients, the response rate for the agency-distributed paper surveys was 15%. Because the number of emails sent by the agencies is unknown, a response rate cannot be calculated for the 925 web responses.

The response rates for the mailing list survey and the agency-distributed survey varied across the TPRs. Response rates for the mailing list survey ranged from 22% to 45% across the TPRs, while the agency survey response rates ranged from 9% to 25%. Overall, roughly two-thirds of the completed surveys received were those distributed by agencies (62%), while about one-third (38%) came from those distributed by mail. However, these proportions differed across the 15 TPRs. In examining the differences among those who responded to the agency-distributed survey versus those who responded to the mailing list survey, it was found that agency clientele were less likely to drive than those who received the survey from the mailing list. In order to make comparisons across the TPRs as fair as possible, survey results were weighted such that the proportion of surveys from agencies and the mailing list were similar across the TPRs.

For the Upper Front Range TPR, 77 respondents completed an agency-distributed hard copy survey, 26 completed the web-based agency survey and 68 respondents were from the mailing list survey. The response rates for the agency-distributed and mailing list surveys were 9% and 25%, respectively.

Number of Surveys and Survey Response Rates by TPR

TPR	Hard copy agency surveys			Web-based agency surveys*	Mailed surveys			Total number of surveys
	Surveys distributed	Number returned	Response rate		Surveys distributed	Number returned	Response rate	
Pikes Peak Area	228	53	23%	94	267	59	22%	206
Greater Denver Area	1,181	150	13%	388	267	88	33%	626
North Front Range	620	157	25%	72	267	71	27%	300
Pueblo Area	606	64	11%	10	267	76	28%	150
Grand Valley	801	71	9%	25	267	79	30%	175
Eastern	475	77	16%	4	267	76	28%	157
Southeast	130	24	18%	0	267	95	36%	119
San Luis Valley	282	60	21%	1	267	66	25%	127
Gunnison Valley	257	35	14%	10	267	64	24%	109
Southwest	209	27	13%	6	267	85	32%	118
Intermountain	400	68	17%	20	267	68	25%	156
Northwest	225	31	14%	15	267	66	25%	112
Upper Front Range	845	77	9%	26	267	68	25%	171
Central Front Range	333	41	12%	18	267	121	45%	180
South Central	156	18	12%	7	267	67	25%	92
Unknown	--	45		229	--	41	--	315
Overall	6,746	998	15%	925	4,005	1,190	30%	3,113

Highlights of Survey Results

- **Four in 10 older adults and adults with disabilities from the Upper Front Range TPR reported having difficulty finding transportation for trips they wanted or needed to make.**

Those who reported having trouble finding transportation were asked how many times in the last month, if at all, they had been unable to get somewhere as a result. About half had been unable to make one or more trips in the last month, representing 20% of all Upper Front Range TPR respondents. These residents most often reported having trouble finding transportation for medical appointments and shopping/pharmacy trips.

- **Many older adults and adults with disabilities reported driving themselves in a personal vehicle; however, about 4 in 10 would be willing to use public transportation or paratransit instead.**

Three-quarters of Upper Front Range respondents reported driving themselves at least once a week, while half relied on family, friends, aides or volunteers for at least some of their trips; one-quarter of respondents relied on others for over half their trips.

While less than 10% reported using public transportation or paratransit at least once in a typical month, about 4 in 10 respondents who drove themselves said they would be very or somewhat likely to use public transportation or paratransit as an alternative to driving. Conversely, about 6 out of 10 respondents who drove would not consider using public transportation or paratransit.

- **The most frequently cited barriers to using public transportation and paratransit were a lack of needed services and limited service times.**

About 6 in 10 respondents in the Upper Front Range area felt that the lack of public transportation service where they lived or where they wanted to go was a major problem, and another 10% felt this was a minor problem. Approximately 4 in 10 survey participants cited a lack of needed service times as a major problem, and nearly as many said that the distance from the bus stop or light rail station being too far to walk represented a major problem for them.

Respondents were also asked about the barriers they perceived to using paratransit services, which was defined as a form of flexible passenger transportation that does not follow fixed routes or schedules, and is generally provided only for people who need transportation and are unable to use regular public transportation. As with public transportation services, the largest obstacles were a lack of service and limited service hours, considered major problems by 49% and 35% of Upper Front Range respondents, respectively.

- **Respondents identified providing lower fares for seniors and disabled riders as the issue of greatest importance in creating a statewide transit plan.**

Overall, most of the transportation issues included on the survey were deemed somewhat or very important by a majority of respondents from the Upper Front Range. Seven in 10 felt that providing lower fares was very important, while two-thirds prioritized supporting the development of easily accessible and understandable transportation information and referral services. Nearly as many placed high importance on supporting veterans' transportation issues and providing more transportation services in their community. Less important to Upper Front Range residents was expanding hours of operation for transportation services, although 4 in 10 still rated this as very important.

Responses to Survey Questions

The following pages contain a complete set of responses to each question on the survey. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Question 1										
In a typical month, about how often, if ever, do you use the following forms of transportation?	Never		4 or fewer times a month		1 to 2 times a week		3 or more times a week		Total	
Drive myself in a personal vehicle	17%	N=28	7%	N=11	13%	N=21	64%	N=106	100%	N=165
Get a ride in a personal vehicle from a family member or someone who lives in my household	42%	N=68	30%	N=48	15%	N=24	13%	N=21	100%	N=161
Get a ride in a personal vehicle from family, friends or neighbors	44%	N=70	40%	N=63	10%	N=16	6%	N=10	100%	N=159
Driven by a paid driver or personal assistant	92%	N=146	4%	N=6	2%	N=3	3%	N=4	100%	N=159
Get a ride from a volunteer driver	91%	N=142	6%	N=9	1%	N=2	2%	N=3	100%	N=156
Take a taxi at the full price fare	97%	N=151	1%	N=2	0%	N=0	1%	N=2	100%	N=155
Take a taxi at a subsidized or discounted fare	98%	N=154	1%	N=2	0%	N=0	1%	N=1	100%	N=157
Walk	56%	N=88	17%	N=27	16%	N=25	11%	N=17	100%	N=157
Bicycle	85%	N=133	9%	N=14	5%	N=8	1%	N=2	100%	N=157
Use transportation provided by my faith community or church	96%	N=150	3%	N=5	1%	N=2	0%	N=0	100%	N=157
Use a senior center or community center shuttle	93%	N=144	6%	N=9	1%	N=2	0%	N=0	100%	N=155
Use shuttle/transportation provided by the housing facility or complex where I live	99%	N=156	1%	N=1	0%	N=0	0%	N=0	100%	N=157
Use public transportation with fixed routes and schedules (e.g., buses and light rail)	92%	N=146	6%	N=9	1%	N=2	1%	N=2	100%	N=159
Use paratransit which is "on demand" transportation where you can call ahead or otherwise arrange for services (e.g., "call-a-ride," "access-a-ride", etc.)	93%	N=147	5%	N=8	0%	N=0	2%	N=3	100%	N=158
Use a private or non-profit transportation service or program	93%	N=146	2%	N=3	3%	N=4	2%	N=3	100%	N=156

Question 2		
About how frequently, if at all, do you depend on family, friends, aides or volunteers for transportation?	Percent	Number
None of my trips	51%	N=87
Less than half my trips	24%	N=41
About half my trips	5%	N=8
More than half my trips	7%	N=11
All of my trips	13%	N=22
Total	100%	N=170

Question 3		
If you drive yourself, what time of day do you most often drive?	Percent	Number
I don't drive	15%	N=26
Mornings	67%	N=113
Afternoons	17%	N=28
Evenings and nights	1%	N=2
Total	100%	N=168

Question 4		
For the times you drive yourself, how likely would you be to use public transportation or paratransit in your community instead?	Percent	Number
Very likely	12%	N=17
Somewhat likely	26%	N=36
Not at all likely	62%	N=86
Total	100%	N=139

This question was asked only of those who said that they drive themselves.

Question 5		
Do you ever have trouble finding transportation for trips you want or need to make?	Percent	Number
No, never	59%	N=95
Rarely	19%	N=31
Sometimes	13%	N=20
A lot of times	9%	N=15
Total	100%	N=162

Question 6		
For what types of trips do you need transportation but have trouble finding transportation? (Please select all that apply.)	Percent	Number
Work	20%	N=12
Visiting family or friends	17%	N=10
Volunteering	7%	N=4
Medical appointment	51%	N=30
Community event	20%	N=12
Religious service	20%	N=12
Recreation	25%	N=15
School	5%	N=3
Shopping/pharmacy trips	47%	N=28
Other, please specify	20%	N=12

Total may exceed 100% as respondents could select more than one answer.

This question was asked only of those who said that they had trouble finding transportation for trips.

Question 7		
What times of day do you need transportation but have trouble finding transportation? (Please select all that apply.)	Percent	Number
Weekdays 6am to 10am	41%	N=20
Weekdays 10am to 4pm	61%	N=30
Weekdays 4pm to 7pm	49%	N=24
Weekdays 7pm to midnight	31%	N=15
Weekdays Midnight to 6am	16%	N=8
Saturday day time	43%	N=21
Saturday night time	31%	N=15
Sunday day time	37%	N=18
Sunday night time	27%	N=13

Total may exceed 100% as respondents could select more than one answer.

This question was asked only of those who said that they had trouble finding transportation for trips.

Question 8		
How many times in the last month, if at all, were you unable to get somewhere because you could not find transportation?	Percent	Number
Never	50%	N=32
Once or twice	30%	N=19
3 to 6 times	9%	N=6
7 times or more	11%	N=7
Total	100%	N=65

This question was asked only of those who said that they had trouble finding transportation for trips.

Question 9								
Public transportation services includes buses, trains and other forms of transportation that charge set fares, run on fixed routes, and are available to the public. Below is a list of possible barriers to using public transportation services. Please tell us how much of a problem, if at all, each of these are for you when using public transportation.	Major problem		Minor problem		Not a problem		Total	
	Service is not provided where I live or where I want to go	58%	N=85	10%	N=14	33%	N=48	100%
Service does not operate during the times I need	41%	N=51	20%	N=25	39%	N=49	100%	N=125
Information about fares, schedules and routes is difficult to find	31%	N=37	17%	N=21	52%	N=63	100%	N=121
Information about fares, schedules and routes is difficult to read	26%	N=30	15%	N=17	59%	N=68	100%	N=115
I cannot understand the information about fares, schedules and routes	26%	N=30	10%	N=12	64%	N=74	100%	N=116
Information about fares, schedules and routes is not in my first (non-English) language	7%	N=8	3%	N=3	90%	N=98	100%	N=109
I am unclear about how to use public transportation	18%	N=20	12%	N=13	71%	N=80	100%	N=114
I cannot easily access bus stops or light rail stations because there are no sidewalks, I can't access sidewalks due to the curbs, or because I'm not able to safely and easily cross the road	25%	N=29	11%	N=12	64%	N=75	100%	N=116
Buses or light rail trains lack clear announcements or visual displays about the next stops	15%	N=16	10%	N=11	75%	N=80	100%	N=107
I cannot easily access bus stops or light rail stations when there is snow or other poor weather conditions, or don't want to or can't wait for delayed buses or trains in poor weather	31%	N=34	10%	N=11	59%	N=66	100%	N=111
I have health reasons that prevent me from being able to use fixed route public transportation	19%	N=21	9%	N=10	72%	N=81	100%	N=112
I have difficulty boarding and exiting buses or light rail trains	20%	N=22	11%	N=12	68%	N=75	100%	N=109
Distance from bus stop or light rail station is too far for me to walk	37%	N=43	12%	N=14	50%	N=58	100%	N=115
I am unable to get a seat	11%	N=12	11%	N=11	78%	N=82	100%	N=105
I do not feel safe while waiting for the bus or light rail train	19%	N=20	15%	N=16	66%	N=71	100%	N=107
I do not feel safe while riding the bus or light rail train	15%	N=16	14%	N=15	71%	N=77	100%	N=108
Fares are too expensive	25%	N=27	14%	N=15	62%	N=68	100%	N=110
Travel time to my destinations is too long	22%	N=23	20%	N=21	58%	N=61	100%	N=105
Bus stops and stations are poorly maintained	17%	N=18	11%	N=11	72%	N=76	100%	N=105
Service is not reliable	22%	N=24	10%	N=11	68%	N=74	100%	N=109
I do not understand how to make a transfer	13%	N=13	15%	N=16	72%	N=76	100%	N=105

Question 10								
Paratransit is a form of flexible passenger transportation that does not follow fixed routes or schedules, and is generally provided only for people who need transportation and are unable to use regular public transportation. Most paratransit service is provided “on demand,” meaning the person using the service must contact the agency to arrange service. Below is a list of possible barriers to using paratransit services. To what extent do you agree or disagree that each of the following are reasons you do not use paratransit services?	Major problem		Minor problem		Not a problem		Total	
	Service is not provided where I live or where I want to go	49%	N=65	11%	N=14	40%	N=53	100%
Services does not operate during the times I need	35%	N=36	16%	N=17	49%	N=52	100%	N=105
Information about how to use the service and costs is difficult to find	26%	N=26	17%	N=17	58%	N=59	100%	N=102
Information about how to use the service and the costs is difficult to read	20%	N=19	9%	N=9	71%	N=70	100%	N=98
Information about how to use the service and the costs is not in my first (non-English) language	5%	N=5	4%	N=4	90%	N=84	100%	N=93
I cannot understand the information on how to use the service and the costs	15%	N=15	11%	N=11	74%	N=73	100%	N=99
I am unclear about how to start using it	23%	N=23	9%	N=9	68%	N=70	100%	N=102

Question 11		
How would you prefer to get your information about transportation services and programs? (Please select all that apply.)	Percent	Number
Through my place of residence	46%	N=70
Friends or family	14%	N=21
Printed materials	42%	N=63
Telephone	12%	N=18
Other, please specify	11%	N=16
Through the place where I work or volunteer	7%	N=11
Electronic (websites, email, social media, smart phone)	30%	N=45
In-person assistance	10%	N=15
Presentations at church, community centers, etc.	12%	N=18

Total may exceed 100% as respondents could select more than one answer.

Question 12								
CDOT is working with a number of groups across the state to create a statewide transit plan. We want to know what issues we should focus on in creating this plan. How important are each the following issues to you?	Very important		Somewhat important		Not at all important		Total	
	Supporting the development of easily accessible and understandable transportation information and referral services	66%	N=95	20%	N=29	14%	N=20	100%
Supporting veterans' transportation issues	64%	N=89	23%	N=32	13%	N=18	100%	N=139
Supporting volunteer and faith-based transportation services	47%	N=62	34%	N=45	19%	N=26	100%	N=133
Increasing the availability of wheelchair-accessible taxi cabs	45%	N=58	33%	N=43	22%	N=29	100%	N=130
Expanding discount programs and/or subsidies for public transportation and/or taxi fares	51%	N=68	29%	N=39	20%	N=26	100%	N=133
Providing more transportation services in my community	64%	N=89	24%	N=33	13%	N=18	100%	N=140
Providing more transportation services to regional destinations	60%	N=84	24%	N=33	16%	N=23	100%	N=140
Expanding hours that transportation services are offered	42%	N=56	39%	N=51	19%	N=25	100%	N=131
Expanding or adding routes in my community	59%	N=79	28%	N=37	13%	N=17	100%	N=132
Providing lower fares for seniors and disabled riders	70%	N=96	20%	N=28	9%	N=13	100%	N=137

Question 15		
Please indicate if you have difficulty with any of these activities? (Please select all that apply.)	Percent	Number
Climbing stairs	44%	N=67
Talking	4%	N=6
Lifting or carrying a package or bag	31%	N=48
Understanding written directions	13%	N=19
Understanding spoken directions	7%	N=10
Seeing	7%	N=11
Hearing	14%	N=22
Walking 1/4 mile	37%	N=56
None	35%	N=54

Total may exceed 100% as respondents could select more than one answer.

Question 16		
Do you use any of the following to get around? (Please select all that apply.)	Percent	Number
None	70%	N=104
Guide or service dog	1%	N=1
White cane	2%	N=3
Cane or walker	25%	N=37
Power wheelchair or scooter	3%	N=4
Manual wheelchair	4%	N=6

Total may exceed 100% as respondents could select more than one answer.

Question 17		
Which best describes the building you live in?	Percent	Number
Single family home or mobile home	81%	N=137
Townhouse, condominium, duplex or apartment	11%	N=19
Age-restricted senior living residence	3%	N=5
Assisted living residence	0%	N=0
Nursing home	0%	N=0
Other	5%	N=8
Total	100%	N=170

Question 19		
What is your race/ethnicity?	Percent	Number
American Indian or Alaskan Native	4%	N=6
Asian or Pacific Islander	1%	N=1
Black, African American	1%	N=1
Hispanic/Spanish/Latino	7%	N=11
White/Caucasian	92%	N=148
Other	2%	N=4

Total may exceed 100% as respondents could select more than one answer.

Question 20		
In which category is your age?	Percent	Number
18 - 44 years	9%	N=14
45 - 54 years	5%	N=8
55 - 64 years	14%	N=22
65 - 74 years	30%	N=49
75 - 84 years	31%	N=50
85 - 94 years	10%	N=16
95 years or older	2%	N=3
Total	100%	N=163

Question 21		
What is your gender?	Percent	Number
Female	62%	N=100
Male	38%	N=62
Total	100%	N=163

Verbatim Responses to Open-Ended Questions

The following are verbatim responses to open-ended questions. Because these responses were written by survey participants, they are presented here in verbatim form, including any typographical, grammar or other mistakes. Within each question the responses are in alphabetical order.

Comments from those completing an Agency survey

Question 1: In a typical month, about how often, if ever, do you use the following forms of transportation? Responses to “some other form of transportation.”

- Friend pick up
- I still drive
- my electric chair
- None to mead
- Own a segway
- Personal car
- Shuttle to airport
- Via Mobility Service

Question 6: For what types of trips do you need transportation but have trouble finding transportation? Responses to “other.”

- All
- Bad weather, icy streets
- Church takes me
- Don't have trouble
- Ft. Hills workshop
- I don't have trouble finding transportation
- Jitizue class in windsor
- No problem
- none
- None fortunately
- out of town
- Visiting other towns-shopping

Question 9: Please tell us how much of a problem, if at all, each of these are for you when using public transportation. Responses to “other.”

- All 3-does not really apply to me.
- Cheryl rides d.a.r. o 2 other foothills gateway bus sheltered workshop
- Don't use public transportation, not where i live
- I do not use public trans.
- I do not use public transportation as i driver everywhere i need to go
- larimer county bus system is poor. no transportation provided to Laporte, Colorado. I can not work for pay because of this issue.
- Live in the country
- Lochbie has no public transportation of any kind. Brighton will not cross county lines to provide transportation.

- More available- live in morgan county rural co.
- my chair and I weigh too much for the lifts on our bus system
- Public transit not available in severance co. Sometimes listed as 1 because does not exist.
- This does not apply to me yet.
- This person is delayed other clients would need point a to b stops they couldn't navigate multiple stops. Would need driver assistance if they used the service
- waiting at stations is unsafe for me
- We don't have public transportation

Question 10: To what extent do you agree or disagree that each of the following are reasons you do not use paratransit services? Responses to "other."

- 3-does not apply to me.
- Available by phone call \$20-30 a trip
- Developmentally challenged cant be alone in community
- Mother takes care of
- my chair and I are too heavy for the lifts and it is too expensive to use with any regularity
- No info for mead co area
- Not available
- Not available
- Not available
- Paratransit not available in severance, co
- The only time I've tried to use this method the schedule has been preempted by students using the Call and Ride to get home from school.
- This does not apply to me
- We do not have this service in our area

Question 11: How would you prefer to get your information about transportation services and programs? Responses to "other."

- Can't use due to disability so it wouldn't be needed
- internet
- Lives with mother
- Local library
- Senior center
- Senior center
- Unable to read due to vision issues
- Would not use

Question 13: What, if anything, have been your experiences (good or bad) with accessing the transportation services you need or want? What has been the personal impact on you when you have not been able to get to places you need or want to go?

- Access a ride people are so wonderful.
- Can't get to medical services, can't get to denver or metro area.
- Cost
- Don't use
- Don't use
- Fortunatly have not needed-public transportation

- Good
- Have not been able to always make medical appts. And have to reschedule because no public or paratransit available in my community. Cant get to grocery store when i want. I am stuck at home.
- Have our transportation.
- Haven't had a problem with senior transportation as i don't drive
- Havent needed or used public transit. I understand the bus to transport to dr. Office or use is \$10-20, i do not know what is available in my area. If my car is in the shop, i stay home
- Hrs are not conducive to my schedule. Smaller community needs a call-a-ride.
- I am not needing this at this time
- I do not use any public transportation service. I drive my own vehicle. As of now canon city transportation is very lmted. I am 79 and someday maybe soon i would need to use such transportation. The golden age shuttle does well with the service they can offer. The taxi service is very expensive it is unreasonable.
- I don't have any problem with transportation.
- I drive my own vehicle so this isnt a problem, though it might be nice to have ride to airport.
- I drive my segway or family takes me
- I drive to greeley to meet the "super shuttle" to the airport
- i found it to be completely confusing, and took way too long.
- I have been unable to access public transportation at all, because of weight restrictions on the lifts. Our city has a few of the buses that do not require lifts, but there is no way of knowing which routes on which days they will be in use. I use my electric chair to go the three blocks to the grocery store and a dollar store. Other than that, I go nowhere unless my daughter can take me because I have a minivan with folding aluminum ramps to load my electric chair, but the ramps are heavy and awkward to use and it is very hard to learn to guide my chair up the ramps and into the car. I basically am home bound.
- I have been very pleased with the services provided in Longmont by Call 'n Ride and Via and impressed by the cooperation between the r
- I have had a positive experience with Via Transportation.
- I have other clients that could use this service but its not provided in wellington col.
- I just don't go places
- I live in unincorporated boulder county where bus transport for myself is not an option. For my senior parents, options are extremely limited and those that are available are difficult to schedule and have limited services.
- I was cancelled by Access a Ride and I am now carpooling with co-workers. I am very lucky and very thankful.
- It has been hard for me to get to places i need to go because i am blind and don't know how to ride the bus.
- living between Longmont and Firestone...there is no bus service available, and I live in a community of 400 homes.
- Money
- My community has no service
- Need to have service from eaton, co. To dia
- No rtd
- No transportation in mead, co. I have to dirve to longmont in snow and rain it is difficult impact oing places i just don't go.
- Public transportation is limited to certain areas only and only goes so far out no more rural areas.

- Right now i have no problems as i have my own vehicle and am able to drive every place i need to go. And i am out nearly every day going some where.
- Rural area hard to find after my surgery
- Sundays d.a.r. does not run. Cheryl uses d.a.r. to go for her adaptive recreation at the senior center, foothills gateway picks her for work.
- The operation in my shoulder was meussary before shoulder than i did before and have to be able to drive to different places., like dr's appointments or somewhere.
- The route I usually use stops runing at 6:00 P.M. and do not runs on the weekend. If I want a go to church on Sunday I just can't do it.
- There are "county express" services in our county but they will not come to sayder
- They pick me up when i need them, they come early
- They pick me up when i need them, they come on time or early.
- Transit to work on regional RTD is convenient and reliable. Within Longmont it's terrible. I was a faithful bus rider when living in Boulder but it's just not possible to do that in Longmont. The closest bus stop is a 20 minute walk and the bus only runs hourly. If I miss it Imight as well just walk downtown. Also, bus service between Longmont and Denver ends so early on Saturday evening that I can't use the bus to get to entertainment opportunities n Denver. The bus does not travel between Longmont and Denver on Sundays. I'd have to go through Boulder!
- Transport from hospital to home
- Very good if downtown denver non existant in longmont let alone rural longmont.
- We have no service
- Will just stay home, though disappointed

Question 14: What more would you like to tell us about the transportation issues or problems in your community, or suggestions for improving transportation services for older adults and people with disabilities?

- Add a route to wellington co. We have not bus, no dial a ride programs ect. However it needs to be financially affordable, we do not get taxi service but it is outrageously expensive!
- Bad
- Does not run on sun. Bus stops too far way in erie. Web site whould calculate fares.
- Don't have any
- Don't know!
- I am still able to drive but am sure if not able to many different problems would apply
- I do feel we need some kind of transportation for those who are not able to drive and get around for doctor appointments and other places they need to go to.
- I live in Longmont, C.O. the service here is patetic. The buses run every hour and there is not service on weekends, I have health issues and walking one and a half mile on Sunday to take a Regional bus to Boulder or just to downtown Longmont is nuts. I will appreciate if you do something about it.
- I live in the country with the urban moving in... and near the boulder-weld county juncture. Not sure what the answer is.
- I still drive my car anywhere i want to go. But some day i might find a need for other ways to go.
- If a transit system could be developed to where a shuttle could take people from my town (severance) to the edge of timmath/fort collins, e.g. wal-mart on harmony) and or windsor where people could shop or access other transit to carry you from there maybe once or twice a week.

- It is difficult to access wheelchair transportation in Longmont because there are so few servers. Weekends and holidays are impossible. I live in the land of no transportation between Longmont and Firestone. There are many seniors in the community where I live that would use the buses if they were available.
- It would be nice to not fight over seats they should have handicapped specific seats
- Lochbuie has never had public transportation. It is needed because many people especially seniors have no way of getting places unless a friend or a member of the family takes them.
- Longer times transportation is available and lower fare.
- Need more transportation especially on Saturdays and evenings
- Need more transportation especially on Saturdays and evenings
- No program for small towns and communities
- No RTD
- No services in the rural areas
- Not available in winter. Transportation is good during tourist times mostly summer
- Nothing
- Nothing
- Nothing
- Nothing!
- Our daughter is disabled has had problems with public transportation, too expensive for her and unreliable.
- Please help us understand when transit comes to bus stops and build more shelters for us to keep safe in bad weather.
- Possibly D.A.R. for Sunday so people may go to church
- Safety - less harassment from some passengers. Find new routes that are closer
- See above
- Set up pick ups at senior centers.
- The routes from my home to work take two hours. Waiting in stations late at night is too dangerous.
- There are older and disabled adults in Snyder but the only transportation available to them is provided by friends and family
- This community needs access to transportation for elderly for dis. Apt. Etc. Small community mostly rely on family and friends
- This survey should be age-related. My age (86) differs from a teenager or thirty-something.
- Transportation for seniors and the disabled is very poor in Larimer County outside of the city of Fort Collins. I am blind and would like to work and live in Laporte, Colorado near my family. I do not drive and am isolated from activities due to poor transportation access.
- We are in rural Colorado.
- We could use the old Greyhound if it was still active here.
- We don't have any transportation services
- We have none
- We need transportation in Mead or a pick up location in town. We have many seniors in our town but the town has no transportation for us
- We should have a bus back again

Question 17: What best describes the building you live in? Responses to “other.”

- Apartment
- Farm house
- Host home
- Mother
- Single family home

Comments from those completing a mailed survey

Question 1: In a typical month, about how often, if ever, do you use the following forms of transportation? Responses to “some other form of transportation.”

- I live in the country, nothing is available.
- Skiing!

Question 6: For what types of trips do you need transportation but have trouble finding transportation? Responses to “other.”

- None i drive
- Shopping out of town

Question 9: Please tell us how much of a problem, if at all, each of these are for you when using public transportation. Responses to “other.”

- Actually live in rural area
- Do not use public transportation
- Do not use public transportation
- Does not apply because there is no public trans.
- I do not use public transportation.
- I don't use public transportation
- I have no problem, yet.
- I live in country. 8 miles from small town.
- I live in th country and on a dirt road. Probably won't be public transportation in my lifetime, they cant even get the road paved.
- I live in the country
- I live in the country so i have no possible access to public transportation and don't feel there will ever be access to it.
- I live in the country where there is no public transportation
- I live over 10 miles from public transit. I will need county-wide paratransit.
- No bus service
- No public transportation in my town
- Not available, expense
- Public trans. For me is just a tax burden.
- Public transportation is not available in bellvue, so if i drive to ft. Collins why take a bus if i am already in the car?
- The first barrier negated all subsequent barriers.
- There is just not transportation to use in our area.
- We live in a rural area 30 miles from ft. Collins, co. There is no public transportation serving our area.

Question 10: To what extent do you agree or disagree that each of the following are reasons you do not use paratransit services? Responses to “other.”

- Again, i live in the country so have no desire or access
- Do not use
- Drive myself
- Have not had to access

- I cannot see
- More tax burdens, thanks
- No services
- Not available, expense
- See question 9
- We drive just fine so far!

Question 11: How would you prefer to get your information about transportation services and programs? Responses to “other.”

- Do not want
- Don't need any
- Newspaper
- No interest
- No preference.
- No transportation where i live
- Not available here.

Question 13: What, if anything, have been your experiences (good or bad) with accessing the transportation services you need or want? What has been the personal impact on you when you have not been able to get to places you need or want to go?

- Bad! I pay taxes for others who don't.
- Don't know of any, keep highways in good shape
- Don't use it.
- Drove to wagon wheel park and ride to take bus downtown at 9am. During weekday and could not find a place to park. Drove to town and parked in lot on 19th st.
- Expensive.
- Fort collins is very bike pedestrian friendly, mason corridor, maxx is unnecessary for our community, wasted tax money
- Good
- Have not had to have anyone other than my spouse or myself with transportation
- Have not used public transportation 50 yrs.
- Haven't used public transportation
- I am unable to use this system due to poor eye sight.
- I can still drive
- I depend on my husband to drive. I don't think we have any public transportation.
- I do not use public transportation. It is not convenient in small community
- I have my own car, transportation is not a problem
- I stay home.
- I still drive but i have many friends stranded in rural areas of the community pressured to relocate, leaving acreages to make doctors visits.
- If public transportation is not available i have to drive personal vehicle.
- Missed appointments or cancellation.
- Never use transportation services, nothing available in the rural area where i live
- Never used it.
- No experience
- No experience with accessing transportation because i drive my own vehicle.

- No services
- No services are available in my rural area.
- None available.
- Not being able to get into vehical.
- Service not available.
- So far i have been able to get where i need and want by myself. Family and friends however in fort. Morgan we have limited services to go to other cities.
- So far we have had no need for public transportation if we getto the point where we need it we will move closer to fort collins
- There is no public transportation available for most elderly in rural areas
- There is not adequate public transportation, routes in our area.
- We have a senior bus available in town, but i have never used it because i drive my own car
- We live out from major populated areas and shopping apportunities. If bus transportation were to come near our home,i would occasionally use it. At present that is not a need in our lives.

Question 14: What more would you like to tell us about the transportation issues or problems in your community, or suggestions for improving transportation services for older adults and people with disabilities?

- All of our tax money goes to urban transportation and those of us who live in rural areas are ignored.
- Bath rooms that are for handicap, but really are not. Because you can't get door open. They need auto doors.
- Better screening at dlb
- County road pot holes
- Don't ask me because i would drop the whole mess. It just makes for dependent people who think they have rights to my labor.
- Get the light rail on the north side of colo. It was promised.
- I am not disabled nor retired so i take care of all of my transportation needs. I live in a rural part of colorado so we don't have much for public trans. I do feel we as a society need to carefor our disabled and elderly but at this time in my life, i do not have much understanding of those needs.
- I depend on others to get this information to me.
- I-25 volumes between ft. Collins and berthoud has far exceeded the ability for i-25 having only 2 lanes in each direction. Need to have more buses or light rail, will help this, we need 3 lanes or more in each direction.
- If people in this rural area cannot drive, they are totally dependent on family, friends or church volunteer drivers.
- I'm not familiar enough with mass transit to make a qualified analysis. I think mass transit is good for those who can use it.
- In rural areas of larimer county, outside of ft. Collins. No transportation available. Sheduling, pricing, wheel chair accessability etc. Are lesser issues.
- N/a since, have not had to access other transportation
- Not available in my community even to go to the closest city
- See above.
- Service not available.
- The northeast area of the county, unity maple hill is growing and needs access to public transportation routes, buses.

- The transportation in this area, county express is not reliable, i am a case manager for long term elderly care and my clients have no faith in this transportation
- We have no public transportation
- We have no public transportation. Senior get to a point where they can't drive anymore or shouldn't and need to get to town. Also into surrounding towns for shopping ect.
- We live away from longmont 2 miles from i-25
- We live in eaton. No transportation to medical or hospital if husband is unable to drive.
- We need more for out of town trips
- We, my husband and i, would like for the 3rd lane of i-25 to be extended from longmont to ft. Collins. It took us 3 1/2 hrs. To get to denver a few weeks ago. Hard to time for dr. Appts. When it can be anywhere from 1 1/2 to 4 hrs. To get there from here.

Question 17: What best describes the building you live in? Responses to “other.”

There were no “other” responses to this question.

Survey Instrument

A copy of the questionnaire appears on the following pages.



¡Queremos oír de usted!

Taking care to get you there

Dear Colorado Resident:

The Colorado Department of Transportation (CDOT) is conducting a statewide survey to learn about the travel behavior and transportation needs of older adults and adults with disabilities. This survey will support development of CDOT's first Statewide Transit Plan.

(To learn more, you can visit the website:

www.coloradodot.info/programs/transitandrail/statewidetransitplan)

The Division of Vocational Rehabilitation, the Division of Developmental Disabilities and the Division of Aging & Adult Services are all members of the State Coordinating Council on Transportation and have been working closely with CDOT to create opportunities for persons with special transportation needs to give input during their 5-year transit planning process.

Since you are one of a small number of people in the area randomly chosen to participate in this survey, it is very important that you do so!

The completed questionnaire can be returned in the enclosed postage-paid envelope to the independent research firm conducting the survey.

Your answers will help CDOT better understand the transportation needs of older adults and adults with disabilities in your community and develop strategies to address those needs.

You may complete the survey online if you prefer, at the following Web address:

www.n-r-c.com/survey/cdotsurvey.htm

(please be sure to type the address exactly as it appears here).

If you have any questions or need assistance with this survey, please call me, Tracey MacDonald, at 303-757-9753.

We thank you very much for your time and participation.

Respectfully,

Tracey MacDonald, Senior Transit and Rail Planner

El Departamento de Transporte de Colorado (CDOT) está llevando a cabo una encuesta de alcance estatal para enterarse del comportamiento de viaje y las necesidades de transporte de adultos mayores y adultos con incapacidades. Su hogar ha sido seleccionado al azar para participar en esta encuesta. Si no puede completar la encuesta adjunta en inglés, podría pedirle a una amistad o un miembro de familia que le ayude con ella, y devolverla en el sobre pre-pagado adjunto. También puede completar la encuesta en línea en español en:

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Para la versión en español haga clic en "Español" en la esquina superior a mano derecha.

Si lo desea, también puede llamar al Stacy Romero a 303-757-9237 y dejar un mensaje con su dirección, y se le enviará por correo una copia de la encuesta en español.

Sus respuestas permanecerán completamente confidenciales, y serán reportadas solamente en forma de grupo.



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Because we want to hear from a representative group of people who are age 65 and older or adults age 18 or older with a disability, please have the adult age 65 years or older or the adult with a disability age 18 or older in your household **who most recently had a birthday** (regardless of the year of birth) take a few minutes to complete this survey.

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Dear Colorado Resident:

You should have received a copy of this survey about a week ago. If you completed it and sent it back, we thank you for your time and ask you to discard this survey. Please do not respond twice.

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Colorado Department of Transportation Survey

1. In a typical month, about how often, if ever, do you use the following forms of transportation?

	<u>Never</u>	<u>4 or fewer times a month</u>	<u>1 to 2 times a week</u>	<u>3 or more times a week</u>
Drive myself in a personal vehicle.....	1	2	3	4
Get a ride in a personal vehicle from a family member or someone who lives in my household	1	2	3	4
Get a ride in a personal vehicle from family, friends or neighbors.....	1	2	3	4
Driven by a paid driver or personal assistant.....	1	2	3	4
Get a ride from a volunteer driver.....	1	2	3	4
Take a taxi at the full price fare	1	2	3	4
Take a taxi at a subsidized or discounted fare.....	1	2	3	
Walk	1	2	3	4
Bicycle	1	2	3	4
Use transportation provided by my faith community or church.....	1	2	3	4
Use a senior center or community center shuttle	1	2	3	4
Use the shuttle/transportation provided by the housing facility or complex where I live	1	2	3	4
Use public transportation with fixed routes and schedules (e.g., buses and light rail)	1	2	3	4
Use paratransit, which is “on demand” transportation, where you can call ahead or otherwise arrange for services (e.g., “call-a-ride,” “access-a-ride”, etc.)	1	2	3	4
Use a private or non-profit transportation service or program.....	1	2	3	4
Some other form of transportation (what? _____)	1	2	3	4

2. About how frequently, if at all, do you depend on family, friends, aides or volunteers for transportation?

- None of my trips
- Less than half my trips
- About half my trips
- More than half my trips
- All of my trips

3. If you drive yourself, what time of day do you most often drive?

- I don't drive → GO TO QUESTION #5
- Mornings
- Afternoons
- Evenings and nights

4. For the times you drive yourself, how likely would you be to use public transportation or paratransit in your community instead?

- Very likely
- Somewhat likely
- Not at all likely

5. Do you ever have trouble finding transportation for trips you want or need to make?

- No, never → GO TO QUESTION #9
- Rarely
- Sometimes
- A lot of times

6. For what types of trips do you need transportation but have trouble finding transportation? (Please select all that apply.)

- Work
- Visiting family or friends
- Volunteering
- Medical appointment
- Community event
- Religious service
- Recreation
- School
- Shopping/pharmacy trips
- Other, please specify: _____

7. What times of day do you need transportation but have trouble finding transportation? (Please select all that apply.)

- Weekdays 6am to 10am
- Weekdays 10am to 4pm
- Weekdays 4pm to 7pm
- Weekdays 7pm to midnight
- Weekdays Midnight to 6am
- Saturday day time
- Saturday night time
- Sunday day time
- Sunday night time

8. How many times in the last month, if at all, were you unable to get somewhere because you could not find transportation?

- Never
- Once or twice
- 3 to 6 times
- 7 times or more

9. Public transportation services includes buses, trains and other forms of transportation that charge set fares, run on fixed routes, and are available to the public.

Below is a list of possible barriers to using public transportation services. Please tell us how much of a problem, if at all, each of these are for you when using public transportation.

	<u>Major problem</u>	<u>Minor problem</u>	<u>Not a problem</u>
Service is not provided where I live or where I want to go.....	1	2	3
Service does not operate during the times I need	1	2	3
Information about fares, schedules and routes is difficult to find.....	1	2	3
Information about fares, schedules and routes is difficult to read	1	2	3
I cannot understand the information about fares, schedules and routes	1	2	3
Information about fares, schedules and routes is not in my first (non-English) language	1	2	3
I am unclear about how to use public transportation.....	1	2	3
I cannot easily access bus stops or light rail stations because there are no sidewalks, I can't access sidewalks due to the curbs, or because I'm not able to safely and easily cross the road	1	2	3
Buses or light rail trains lack clear announcements or visual displays about the next stops	1	2	3
I cannot easily access bus stops or light rail stations when there is snow or other poor weather conditions, or don't want to or can't wait for delayed buses or trains in poor weather.....	1	2	3
I have health reasons that prevent me from being able to use fixed route public transportation.....	1	2	3
I have difficulty boarding and exiting buses or light rail trains.....	1	2	3
Distance from bus stop or light rail station is too far for me to walk	1	2	3
I am unable to get a seat	1	2	3
I do not feel safe while waiting for the bus or light rail train	1	2	3
I do not feel safe while riding the bus or light rail train.....	1	2	3
Fares are too expensive	1	2	3
Travel time to my destinations is too long.....	1	2	3
Bus stops and stations are poorly maintained	1	2	3
Service is not reliable	1	2	3
I do not understand how to make a transfer.....	1	2	3
Other reasons: _____			

10. Paratransit is a form of flexible passenger transportation that does not follow fixed routes or schedules, and is generally provided only for people who need transportation and are unable to use regular public transportation. Most paratransit service is provided “on demand,” meaning the person using the service must contact the agency to arrange service.

Below is a list of possible barriers to using paratransit services. To what extent do you agree or disagree that each of the following are reasons you do not use paratransit services?

	<u>Major problem</u>	<u>Minor problem</u>	<u>Not a problem</u>
Service is not provided where I live or where I want to go	1	2	3
Service does not operate during the times I need.....	1	2	3
Information about how to use the service and the costs is difficult to find	1	2	3
Information about how to use the service and the costs is difficult to read.....	1	2	3
Information about how to use the service and the costs is not in my first (non-English) language.....	1	2	3
I cannot understand the information on how to use the service and the costs...	1	2	3
I am unclear about how to start using it.....	1	2	3
Other reasons: _____			

11. How would you prefer to get your information about transportation services and programs? (Please select all that apply.)

- Through my place of residence
- Friends or family
- Printed materials
- Telephone
- Other, please specify: _____
- Through the place where I work or volunteer
- Electronic (websites, email, social media, smart phone)
- In-person assistance
- Presentations at church, community centers, etc.

12. CDOT is working with a number of groups across the state to create a statewide transit plan. We want to know what issues we should focus on in creating this plan. How important are each the following issues to you?

	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>
Supporting the development of easily accessible and understandable transportation information and referral services	1	2	3
Supporting veterans’ transportation issues.....	1	2	3
Supporting volunteer and faith-based transportation services	1	2	3
Increasing the availability of wheelchair-accessible taxi cabs	1	2	3
Expanding discount programs and/or subsidies for public transportation and/or taxi fares.....	1	2	3
Providing more transportation services in my community.....	1	2	3
Providing more transportation services to regional destinations.....	1	2	3
Expanding hours that transportation services are offered.....	1	2	3
Expanding or adding routes in my community	1	2	3
Providing lower fares for seniors and disabled riders.....	1	2	3

13. What, if anything, have been your experiences (good or bad) with accessing the transportation services you need or want? What has been the personal impact on you when you have not been able to get to places you need or want to go?

14. What more would you like to tell us about the transportation issues or problems in your community, or suggestions for improving transportation services for older adults and people with disabilities?

Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

15. Please indicate if you have difficulty with any of these activities. (Please select all that apply.)

- Climbing stairs
- Talking
- Lifting or carrying a package or bag
- Understanding written directions
- Understanding spoken directions
- Seeing
- Hearing
- Walking ¼ mile

16. Do you use any of the following to get around? (Please select all that apply.)

- None
- Guide or service dog
- White cane
- Cane or walker
- Power wheelchair or scooter
- Manual wheelchair

17. Which best describes the building you live in?

- Single family home or mobile home
- Townhouse, condominium, duplex or apartment
- Age-restricted senior living residence
- Assisted living residence
- Nursing home
- Other _____

18. What is your home zip code?..... _____

19. What is your race/ethnicity? (Mark one or more categories to indicate which you consider yourself to be.)

- American Indian or Alaskan native
- Asian or Pacific Islander
- Black, African American
- Hispanic/Spanish/Latino
- White/Caucasian
- Other

20. In which category is your age?

- 18 - 44 years
- 45 - 54 years
- 55 - 64 years
- 65 - 74 years
- 75 - 84 years
- 85 - 94 years
- 95 years or older

21. What is your gender?

- Female
- Male

Thank you for completing this survey.
Please return the completed survey in the postage-paid envelope to:
National Research Center, Inc.
2955 Valmont Rd., Suite 300
Boulder, CO 80301